

NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW & SCRUTINY COMMITTEE

8th September 2011

Direction of Travel - Learning Disability Services

Report of the Assistant Director – Adult Social Care Operations

1. Purpose of Report

- 1.1 This report briefly updates and advises Members of the Committee of the general direction of travel in Learning Disability Services. It gives insight into the transformation agenda and provides opportunities for later, more detailed reports, should committee want these.

2. Background

- 2.1. Health and Adult Services, as part of its transformation agenda, is taking the opportunity to refresh it's policy statement summarising the various strands of service delivery that make up the 'offer' of support made by the Directorate. This is captured in Book 1 of a series of new Booklets presently in production.
- 2.2. The overarching statement in Book 1 highlights how the Directorate will implement its Vision of Social Care for all client groups irrespective of category. Basically the message is that a service will be offered based on need and with the expectation that with early intervention the need for an ongoing service may be reduced or not required. The outline of the Care Pathway in Book 1 (an early draft is including in Appendix 1 for information).

3. Learning Disability Services

- 3.1. In line with the strategy outlined in the overarching statement mentioned above, the Directorate is about to embark on a dialogue with people with Learning Disabilities and their families. A booklet on how the vision of Social Care will be applied to people with Learning Disabilities will be the basis of this dialogue. At the heart of the message is the proposal that people with Learning Disabilities, as with all other client groups, will have a service offer based on need. We will also be outlining our expectation that people pursue employment or a useful occupation. This will allow the Directorate to prioritise it's services in meeting the needs of those defined as most profoundly disabled through day and residential respite support.
- 3.2. As part of this dialogue, the Directorate will also create opportunities for independent and voluntary sector providers to better understand the direction of travel and the possible implications for the transformation of their own service offer.

3.3 Throughout the period the Directorate is re-shaping its own staffing structures and we are presently in the middle of a consultation period with our staff. This is about ensuring we have the right structure and combination of skills to deliver a modern Learning Disability Services.

3.4 As part of our commitment to meeting the needs of those with most profound disabilities, the Directorate is embarking on a modernisation programme of our day respite units. This will be evidenced in particular in Scarborough and in Selby. Some carers and families have concerns about the reprovision of some of their present buildings although the buildings concerned are not suitable for a modern day service. The Directorate already has had meetings with these families and is seeking their engagement in shaping the new buildings which will replace some of their existing services.

4. Summary

4.1 It is clear from the above that the Directorate is making moves on a number of fronts as it seeks to transform and modernise Learning Disability Services.

5 Recommendation

Members of the Committee are asked to:

1. Note the Vision Statement of Social Care as outlined in Book 1 attached at Appendix 1.
2. Note the fact that HAS is making progress on a number of fronts in Learning Disability Services.
3. Receive further reports, particularly on the process and the feedback from users of services and families on the direction of travel in Learning Disability Services.

BEVERLEY MAYBURY
Assistant Director – Adult Social Care Operations

31st August 2011



North

Yorkshire County Council

North Yorkshire's vision for social care

Enabling capable communities and supporting active citizens



Booklet 1

Adults at risk who are eligible for social care support

Health and Adult Services

A responsive County Council providing excellent and efficient local services

Contents

All words highlighted in **bold** text are explained on page 18 of this booklet in the Glossary.

The vision in this booklet gives an overall message about how social care services will be developing in the future. We want this booklet to be an introduction to the developments which are described in much more detail in the remaining three booklets in this series. Whilst we are seeking people's views on the detailed proposals outlined in Booklets 2-4, this booklet is for information only.

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Note: this document is a draft position statement

We will be discussing it with a range of people needing support, families and stakeholders at a series of meetings in September and October 2011. We are also inviting people to share their views via the feedback form attached to the back of this booklet. Everybody's feedback will help shape the final document and our ongoing Equality Impact Assessment. We will publish a summary of the feedback we receive. We will review this document annually and ensure it develops as this vision continues to grow.

The future for social care in North Yorkshire

What is this booklet?

It sets out how North Yorkshire County Council intends to implement the Government's vision for social care. The Government paper is called Vision for Social Care - Capable Communities and Active Citizens.

The directorate responsible for adult social care services within North Yorkshire County Council is called Health and Adult Services. When we refer to "we" in this booklet we mean Health and Adult Services.

This booklet tells the story of our new vision for adult social care but the support we describe in the following pages isn't all new. Some services, such as **START** and **personal budgets** have been ongoing for some time. Now they have all been brought together in our overall vision for social care. The vision booklets are available as Easy Read versions from our website www.northyorks.gov.uk/adultsocialcarevision.

What we want to achieve

We want to promote the wellbeing and independence of people and communities in North Yorkshire. We will do this by providing high quality information and support. This booklet and the other three booklets in the series set out in detail how we will achieve this.

We want people to be able to access services that are local to them and we will always try to support people within their own community, or as close as possible.

We only step in to support people where there is a risk to someone's independence or where there is an indication of personal risk and abuse. In social care the Fair Access to Care criteria, known as **FACs**, dictates

the level of response a person receives. A person will be categorised as being at a Low, Moderate, Substantial or Critical level of risk. The categories refer to levels of risk to independence after we have taken account of a person's existing support networks.

At the moment we invest in all four levels of risk, giving priority to moderate, substantial and critical levels. We want to maintain this level of investment, despite the challenging financial climate we are currently working in. That means we must target our highest level of support at those with the highest level of need. Therefore we will direct those people at a low level of risk to other sources of help; we will provide those at moderate risk with **reablement** and telecare, and those at substantial or critical risk will receive a personal budget, giving them control and choice over their own support. This is explained more fully on pages 6 to 12 of this booklet.

Our key priorities are:

Safeguarding - there can be no higher priority than to ensure that the people of North Yorkshire stay safe

Transformation of traditional adult social care services so that they fit around people's lives and support more people to live independently

Personalisation - giving people more choice and control over their support

Partnership - working more closely with other care organisations, such as the NHS

Market development - in discussion with other care organisations, helping them to make improvements to the ways they support people

Demonstrating improved value for money and making our spending more evenly spread.

Why the future of care services needs to be developed

We need to develop care services for a number of reasons. People want to be in control of their own lives and to be as independent as possible. We want to help people achieve this by offering fair and equal support, prioritising those people who need it most. Other reasons why we need to make changes are:

1. Our population in North Yorkshire is ageing. By 2020 there will be 50% more people aged 65+, representing 25% of the total population and there will be 65% more people aged 85+, representing 4% of the total population.
2. Every year, up to 2020, there will be around 466 more people who are over 85 and this is the group most likely to require support.
3. The numbers of people with a learning disability are growing in North Yorkshire. More people are living longer and more people with profound disabilities survive into adulthood as a result of advancements in health care and lifestyles. This means more people need extensive and expensive support.
4. At the very time more people are needing support, there is a lot less money for our services, so we have to be even more efficient and creative with our budgets.

We want people to live independent, active and fulfilling lives. This may be with support from us, but we need to find more innovative ways of helping people. Two key parts of this are looking beyond council services to how existing support and networks in local communities can help people stay independent as long as possible before they get to a point where they need our help, and then providing personalised support in community settings.

To develop our care services we need to develop a different relationship between North Yorkshire County Council and the communities we serve. We need to move from a situation where people depend on our services to one where everyone can contribute and control their own lives, improving their health and wellbeing, whilst maintaining good quality services.

We also need to build on our partnerships with other organisations, including care providers in the private and voluntary sectors and the National Health Service (NHS). We need to take account of the NHS reform proposals, in particular the enhanced role for GPs in commissioning services. We need to take the opportunity presented by the NHS reforms and the creation of **Health and Wellbeing Boards** to join up all our services and create better outcomes for people.

Our staff have an important role to play in supporting and delivering this vision. We are restructuring our services to ensure our staff have the skills they need to empower people to exercise choice and control and live independent lives in their community. We want to build support around people, not fit people into services.

Putting this booklet into context

This vision covers all people who come to adult social care for assistance or support. All will be treated equitably and have access to the same pathways and approaches inclusive of their disability, age, ethnicity, gender, sexual orientation, faith or belief. While we may continue to have specialist workers with skills and expertise in particular needs areas this will not mean we will treat people differently or separately.

At the moment we spend money on different groups, for example, older people or people with learning disabilities, based on historical approaches and the amount of money allocated to that particular group in our **budget**. This means that some groups of people have had more resources allocated to them than others in the past. By taking a more consistent approach to all and focusing on need and risk to independence, we will be more fair. We will allocate money and support according to a person's need and any risk to their independence - a much more personal approach than allocating money and services based on the group a person belongs to. Any services and support offered to people in need will be geared to maximising their independence and inclusion in their local community.

We have produced four booklets in this series to describe the developments to all our major areas of work. An overview of each is given below:

Booklet 1 - our overall vision for social care for all adults at risk who are eligible for social care support. This vision covers the period 2011 to 2016.

Booklet 2 - the way the vision for social care applies to North Yorkshire County Council's strategy for people with learning disabilities, covering the period 2011 to 2016. It incorporates our plans to implement the Government documents Valuing People Now and Valuing Employment Now in North Yorkshire.

Booklet 3 - North Yorkshire County Council's market position statement covering the period 2011 to 2016 and how it relates to the vision for social care. It sets out the priorities for day activity and supported employment services in the future.

Booklet 4 - North Yorkshire County Council's in-house provision statement covering the period 2011 to 2016 and how this relates to the vision for social care. It sets out what services North Yorkshire County Council itself will provide.

What the vision will mean for our services

We will deliver our services in six stages which are described below.

However, the word 'stages' does not mean a sequence of stepping stones. We are dealing with a process where a person may go backwards or forwards several times on their care journey. For example, a person may improve their skills over time and so a review might mean a different level of service is needed. Someone else might need intense support more than once a year to help regain a skill or give a boost to their confidence.

Charging for our services

It is North Yorkshire County Council's policy to charge for services for people eligible for social care support. We means-test people when they have their first assessment to find out their level of need, by carrying out a financial assessment to find out details of their income, outgoings and capital.

Depending on a person's financial circumstances they may have to pay for some, or all, of the care services they need. Some people may be able to access funding from other sources, for example, **continuing health care**, to pay for any support that we are unable to provide and we expect people to take up this support from other sources where it is available.

We will not pay for those services or materials that everyone has to pay for, for example, rent, or food. We will pay for additional support needs, only where a person's own financial means cannot meet their support needs.

People who will be paying for their own care will be entitled to an assessment of their needs and we can assist people with the planning and implementation of their support.

For those receiving residential services charges will still apply, albeit calculated on a different basis than those receiving home-based support

1. Initial contact and signposting

We will have one telephone number, one website and one email address so people know where to go to get high quality information, advice and guidance that helps them make informed choices about care and support, including what services are available locally and how they can access them. This will be for everyone, including people who pay for their own care and support. We will make sure that people with different communication needs can access our information, advice and guidance easily - for example people with a sensory impairment.

When someone contacts us enquiring about support and assistance, we will take consistent basic information from them. For most people there will already be a wide range of support options available within their own community. People may simply need information or details of appropriate organisations that they could approach and can then be connected to these services by one of our customer service advisers. We call this '**signposting**' and it will enable people to find their own solutions without needing our support.

2. Assessment, reablement and telecare

Our focus will be on people's abilities and we will not assume that they need our services. We will make an initial assessment, and if a person is eligible for social care support we will support them for up to six weeks, and longer if the person requires it. This six week period is made up of intensive support from START (short term assessment and reablement team). The aim of

START is to support people to regain control of their lives with a focus on helping them learn or re-learn the skills and abilities they need for daily life. In many cases this process will enable people to regain their independence very quickly and they won't need any more support from us.

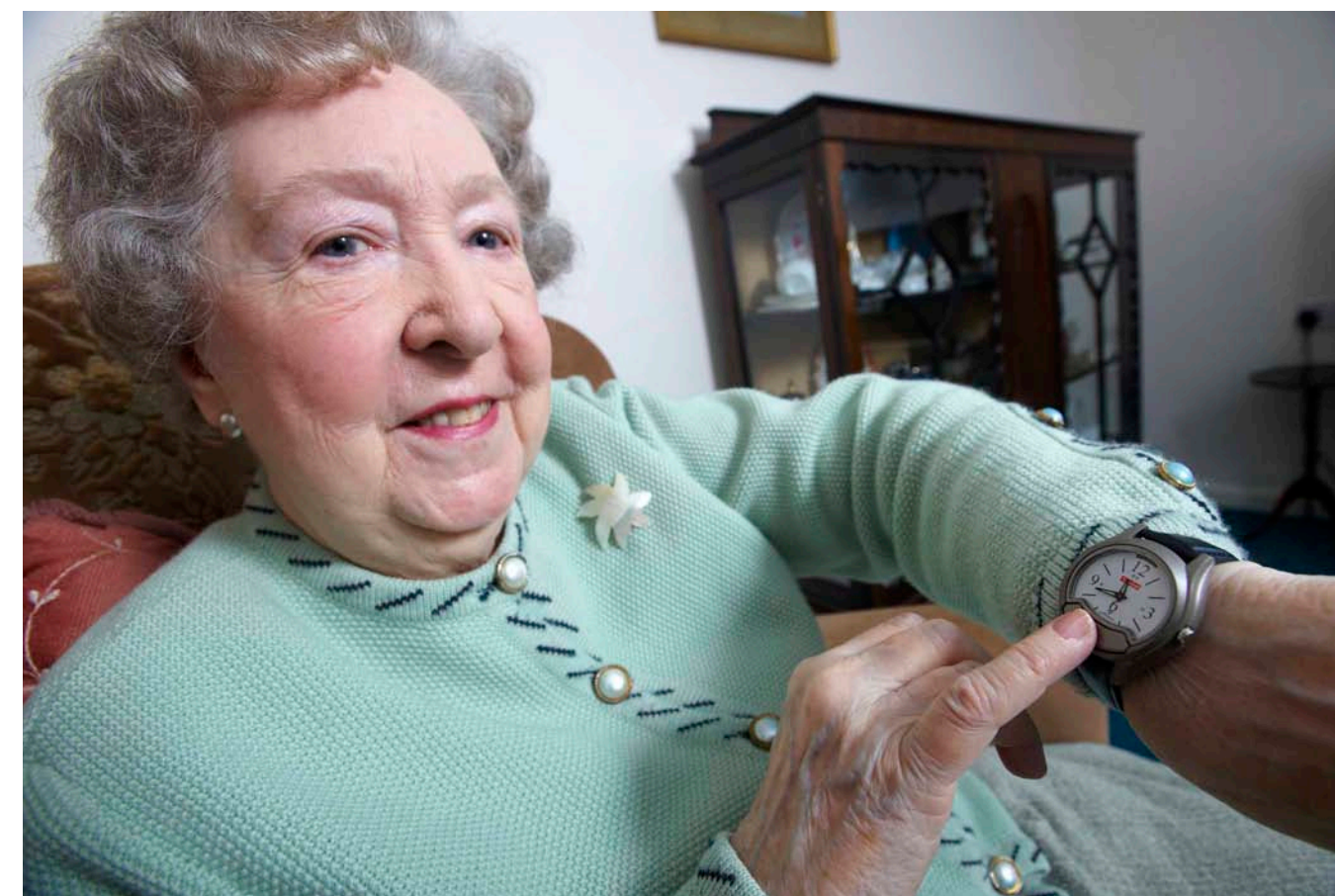
Following an assessment people who want to work but who need extra help to look for paid work, will be offered advice through North Yorkshire County Council **supported employment services** or offered support through a **pathways to employment provider**. This support will have a time limit and will focus on supporting the person to achieve paid work.

At an early stage we will ask about any unpaid family or friend carers providing regular and substantial support. Carers will be offered

an assessment of their needs too, and could be eligible for support themselves. If a carer does not want an assessment they can be signposted to alternative services and given information about our **emergency carer's card service**.

3. Personal budgets and direct payments

After the period of six weeks (or longer where required) where the START service is in place, some people will need ongoing social care support to manage their daily lives. These people will be offered a 'personal budget'. The personal budget is a pot of money which pays for support to meet a person's needs. We will calculate with them a personal budget based on their level of need. Personal budgets are not fixed forever. They can increase or decrease over time as people's needs change.





*The potential use of technology or equipment, e.g. telecare or **assistive technology** is a key part of our services. A piece of telecare equipment installed during the six-week START period such as a personal alarm or fall detector may be enough to meet a person's needs or be part of a lower level of support service, and mean they can continue to live independently at home.*



People can choose to what extent they manage their budget and support. We will encourage people to plan and manage their budget through a direct payment where this is appropriate, and to make creative use of existing support from their family and in their community. Alternatively, they can ask us to continue to deliver their support in the traditional way, or ask someone else to manage the budget on their behalf. It is possible to have a combination of all these options.

We are encouraging more and more people to use personal budgets as the way of controlling their own care and we are influencing other care providers in North Yorkshire so that we can make sure critical services are available everywhere. We will work with local providers

so they develop a competitive range of services from which personal budget holders should be able to 'pick-and-mix' their own support package.

4. Respite provision

Family **carers** and friends play a vital role in delivering care, preventing people from deteriorating and enabling people to remain in their own homes. We recognise that in North Yorkshire a number of people depend on the ongoing support of those around them on a daily basis and we know that respite care is vital so that carers can have a break.

All carers who are providing regular and substantial care should be offered carers' assessments and annual reviews. The issues raised by the carers' assessment will always be taken into account when deciding on the level of respite that is needed.

One of the services we will continue to provide for the foreseeable future is **day respite provision**. This service may also be available from voluntary organisations or via a personal budget.

When a person has profound or complex needs, discussions will be held with the person concerned and any family carers on how best to meet their support needs. **Support plans** will include how much day respite will be needed to maintain the family unit as long as possible, if this is in everyone's best interest.

Some carers will need high levels of respite. This may include respite away from the family home for the person being cared for. We will continue to both directly provide accommodation based respite care on a "short breaks" basis and **commission** it from selected providers.

Some people may need a combination of day and accommodation-based respite. When the levels of respite care are consistently high this may mean the time is right to have a discussion about long term accommodation.

Some of our respite/short breaks services are currently planned for replacement. This is either to meet registration standards or because we want to have facilities which are more accessible so that people living in North Yorkshire can have a service locally rather than having to travel out of the county.

People will be able to use their personal budgets to purchase respite. They will also have the option to top-up with their own money if their choice is more expensive than their personal budget.

5. Employment, active ageing and independence

We take the view that working age adults with a disability will seek employment but may need help to access this. For most young people entering adulthood, and most working age adults, having a job is an ordinary part of their lives. Employment offers a number of rewards including financial independence, confidence and security.

This is no different for disabled people. For many disabled people, the usual routes into employment such as Jobcentre Plus will be appropriate, but some people may need more help to get a job.

Some people may need more preparation, support or training in order to develop skills to enable them to find paid employment. For those people, the providers of the pathways to employment services or volunteer work may be able to help with this.

For some people our supported employment service may be a suitable option to finding paid employment and sustaining the job by the provision of some short term on the job support or coaching.

For people of retirement age, day occupation such as volunteering or involvement in local clubs and groups may still be a preferred option to support them to remain active and involved in their local communities.



Some people may be unable to take up full or part time paid employment but they will still have valuable skills and experience to offer to their local communities. Many will be able to contribute through supported permitted work, social enterprises, self employment or volunteering work. As a result of these experiences people may acquire the skills which allow them to consider routes into paid employment or, if retired, continue to be an active part of their local communities.





For those people who are eligible for support from us we would expect that people use their personal budgets to gain the skills that will improve their chance of paid employment, where this is a possibility.

When a person's earning capacity is increased through paid employment they may choose to buy leisure and other recreational activities that social care budgets and reduced public sector funding are no longer able to provide.

6 Accommodation

Housing departments within the district and borough councils provide **social housing** in North Yorkshire. If a person calls us to enquire about social housing we would signpost them

to those departments. The main systems to do this in North Yorkshire are **Choice Based Letting** or through application to be on a housing waiting list. Others rent from the private sector and many people choose to purchase their property.

We have developed some **supported accommodation**, often in partnership with the district and borough councils. Most people who need a high level of support and who are not living with family or friends live in a variety of supported living accommodation and residential care.

North Yorkshire has, in partnership with others, developed a number of **Extra Care housing**

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A number of people have chosen to live with other families in places such as supported lodgings. Some people have chosen to live in what is sometimes called a 'key ring' arrangement where people share responsibility for supporting each other with the help of one or more key ring workers.

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All supported living situations are dependent on the person's level of need, with the aim of maximising their independence. These needs may change over time and if a change was long term then the type of accommodation would be reviewed.

Only when all of these options have been explored in full, will we consider residential or nursing care to be an alternative option.

facilities across the county. We plan to increase the number of these and make sure they are accessible to all adults at risk who would like to choose accommodation with support.

For people with more complex needs we are planning for the future and considering innovative and specialist housing through our Design and Ethos Guide for Extra Care housing.

We need to do more however to develop cost effective solutions for the future, looking again at models of support to maximise independence, using tools such as telecare and ensure people can live independently within their own communities.

With personal budgets being offered to those who are eligible, people can purchase the level of support they need to live in the setting they choose within the resources they have available.

Protection and Safeguarding

Throughout the six stages of this pathway, the focus will be protecting people who are vulnerable and keeping people safe.

We are working on a “menu” of possible services that are linked to the FACs levels of risk. These are not set in stone but give a broad idea of what is available. You can see this “menu” on page 13.

The objective at each level is to explore how people can be protected and safeguarded and how, with intense input and reablement from our START team, people can move to a lower category of risk.

Any services and support offered will be geared to maximising people's independence and inclusion in their communities. This will mean we will manage risk in a more positive and proactive way.



Our ‘menu’ of services to meet different levels of risk

At all levels people need excellent information, advice and guidance.

Low Risk

We class people as being low risk when they need a little extra help to get on with their everyday life. Support might include giving someone advice and information about how to get:

- Support from voluntary groups
- ‘Handy person’ services
- Advice on whether a person is claiming all the benefits they are entitled to
- Out of hospital support
- Hot meals
- Telecare to help people feel safe and supported all the time
- Support for carers

Moderate Risk

Support is given when there is some risk to a person's independence either now or in the near future. Support might include:

- Support from START
- A low level personal budget
- Small packages of care
- Support for carers
- Support to help people access paid or unpaid employment or training
- **Intermediate Care**

Substantial Risk

Support is given when there are significant risks to a person's safety and independence.

Support might include:

- Community care packages after reablement
- Personal budgets
- Support for carers
- Focus on community support including maximum usage of telecare equipment and rapid response services
- Day respite for carers

Critical Risk

Support is given when there are immediate risks to a person's safety and independence.

Support might include:

- Nursing care and end of life care
- Enhanced residential care
- Extra care with appropriate levels of personal care

Transitions

'**Transitions**' means the period in a person's life when they are preparing to move from children's services into adult services. A Government Green Paper in February 2011 refers to young people with 'Special Educational Needs and Disability' (SEND). In social care young people with SEND have either a physical impairment or a learning disability or a mental health need which may mean they need ongoing support in their adult life from us.

We will continue to work with the Children and Young People's Services here at North Yorkshire County Council to identify as early as possible those young people coming through children's services who are likely to need ongoing support from adult social care services.

This transition period in a young person's life is very important and we have special 'transitions staff' to help people progress through this stage for the best possible life-long outcomes. As young people prepare to access adult social care services we will talk to them about their hopes, understanding that these may be likely to change over time.

The transitions stage is also of great importance for the person's family, who need to have an understanding of the possibilities and choices available in adult social care services and about our role in offering support. We cannot and will not provide the same level of support that young people transferring from children's to adults' services experienced previously. Families are often surprised to discover the transition from childhood to adulthood is less well resourced.

We expect that young people with special educational needs or disabilities, like the majority of young people, will either choose to access further education or employment within or outside the county. In this situation Job Centre Plus or Adult Education may be their first port of call. They may need and request some help in taking either of these paths as adults. Only then might they need social care support.

Some young people may need more intense support to either access employment or find ways of playing their part by contributing to society in a meaningful way. Our services will be shaped to address this need.

Some young adults may have a range of profound complex needs and may find some of their opportunities limited. We will work with these young people to find ways to improve opportunities. We will also discuss with them the type and level of day respite support they may need to either live at home or in a range of accommodation, including their own. Where this level of support becomes increasingly difficult for the person and their carer to manage, or where the cost of the support is becoming increasingly unaffordable, we will talk to them and their families about what they would need in a future home.

Summary

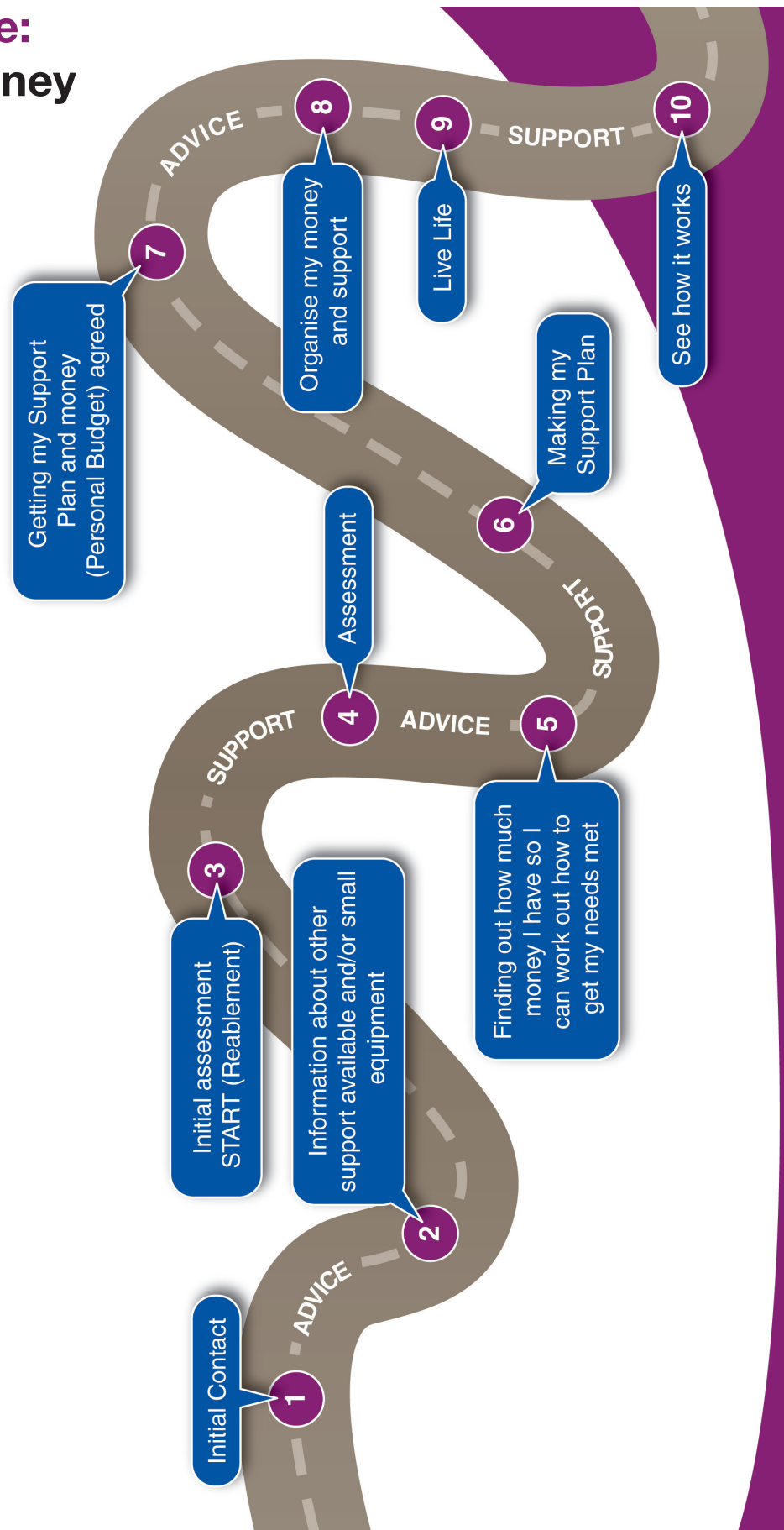
We have outlined the pathway anyone might expect of North Yorkshire County Council Health and Adult Services, whether they are an older person seeking support, or someone who is disabled or who has a mental health condition.

This vision means that we must look at the whole of adult social care, working together to develop a system that works fairly for everyone.

We want this vision for adult social care in North Yorkshire to help us move towards improving the lives of all adults at risk. We think that the changes and new initiatives outlined in this booklet will mean:

- People will be supported to find their own solutions from within their community;
- People's health and wellbeing will be improved through early and preventative services, meaning they will be less likely to need statutory services;
- There will be innovative and wide-ranging support, from which everyone will be able to choose, irrespective of how their support is funded; and
- People will be empowered by having much more control and choice over their support.

Adult social care: a customer journey



- 1** If you feel you need support, you or someone you know e.g. a friend, neighbour or your GP can contact our customer services centre.
- 2** We may be able to help you by giving you information about other support available in your area or by giving you a small piece of equipment that will help you.
- 3** Someone from START (short term assessment and reablement team) will talk to you to find out what you need. If you are eligible for help, they will offer you up to six weeks of support to help you remain as independent as possible or to regain your independence and get back in control of your own life after an accident or period of ill health (e.g. by providing equipment). You may not need any more support from Adult Social Care when this has finished.
- 4** If you still need support, you will complete an assessment with one of our staff. This is where you say what you would like to be able to do and what you have difficulty doing, and what help you need. A friend or someone in your family may help you with this assessment.
- 5** After the assessment you will find out how much money you may have to spend on your social care support.
- 6** You will complete a support plan, in which you describe the support you need using the money available. Your social care worker can help you make a support plan, or you can ask family or friends to help. You can make your plan in different ways, such as a video or a poster.
- 7** Your support plan needs to be agreed by your social care worker. They will make sure that the ways you are planning to spend your personal budget helps meet your assessed needs and is legal.
- 8** There are different ways of looking after your personal budget:
 - you can choose to receive the money yourself as a direct payment, where the money is paid into a separate bank account you control. This means you can arrange your own support;
 - the money can be paid to someone who can look after it for you (someone from your family, a friend, a support broker or an organisation);
 - you can choose for Adult Social Care to manage your budget and support; or
 - you can have a combination of these. We can let you know how to get help to find and organise your support.
- 9** Once your support plan has been agreed you will begin to receive the support you need.
- 10** We will check regularly with you how it is working, that you are happy with your support and whether your needs have changed.

Glossary

Budget - the money Health & Adult Services has available to spend on adult social care services.

Carer - if you offer substantial help to a relative or friend on a regular basis and are not employed to provide care, then you are a carer.

Choice based letting - schemes that allow applicants to bid for council and housing association tenancies.

Commissioning - when North Yorkshire County Council purchases goods or services from other organisations we call this “commissioning”.

Continuing health care - NHS-funded care which is provided over an extended period of time to meet any physical or mental health needs that have arisen as a result of disability, an accident or illness.

Day respite provision - allocated time away from caring responsibilities for the carer, provided during the day. It is usually undertaken by the person cared for, accessing community, leisure or day time activities provided by a variety of organisations, including North Yorkshire County Council.

Direct payment - payments we make to people to enable them to organise and buy their own social care services, instead of these being arranged by their local adult’s or children’s service. They can be used in a variety of ways to pay for services such as personal care; respite and day services; minor home adaptations; and specialist equipment.

Emergency carers card service - a plastic card, the size of a credit card, which will identify you as a carer if you have an accident or are unable to identify yourself.

Extra care housing - a new way of supporting people to live independently for as long as possible. It provides the security and privacy of a home of your own, a range of facilities on the premises, combined with access to 24-hour care/support services if required.

Fair Access to Care criteria - The Government provides criteria to help councils decide who is eligible for support. This is to ensure that councils reach decisions in a fair, consistent and open way about who is in most need of our help and to use the available budget to support them. This helps to make sure that adults across North Yorkshire are treated fairly. Level of need will be identified as either:

- critical;
- substantial;
- moderate; or
- low

Currently in North Yorkshire, people with needs in the critical, substantial and moderate bands will be offered support by social care services.

Health and Wellbeing Boards - North Yorkshire County Council and the City of York Council are required as part of the Government’s vision for social care to establish Health and Wellbeing Boards with a joint duty (with Clinical commissioning consortia) to prepare and implement a joint health and wellbeing strategy

Intermediate care - a short-term intervention to preserve the independence of people who might otherwise face unnecessarily prolonged hospital stays, or inappropriate admission to hospital or residential care. The care is person centred, focused on rehabilitation and delivered by a combination of professional groups

Key ring arrangement - a living support network that provides services to people with disabilities and other adults at risk, enabling them to live independently in the community in ordinary tenancies. They work in partnership with local authorities and housing associations to support a group of, say, nine individuals who live in the same area, usually within walking distance of each other. These individuals (members) live in ordinary one-person properties or as a couple and close by accommodation is provided to a volunteer who supports the network of members.

Partnerships - North Yorkshire County Council works closely with a number of other organisations, including the NHS and other care services. We call these organisations our ‘partners’.

Personal budget - the sum of money needed to pay for your support after your social care needs have been assessed. It is an allocation of funds to you, which you can use to pay for your own care services.

Reablement - maximising people’s long-term independence, choice and quality of life, while at the same time attempting to minimise the requirement for ongoing support.

Respite - the term used for regular periods of alternative care that is provided on a short-term basis so that carers can have a break from caring. It is our aim that respite care should be a positive experience for both the carer and the cared for person. It also can be achieved in a variety of ways, including overnight stays for the person cared for, or through the day.

Safeguarding - keeping people safe. All adults should be able to live free from fear and harm and have their rights and choices respected.

Pathways to Employment Providers

- organisations that provide a variety of employment experiences or vocational training for people with disabilities.

Signposting - giving person information about another organisation or service available to them.

Social housing - housing that is let at low rents and on a secure basis to people in housing need. It is generally provided by councils and not-for-profit organisations such as housing associations. In North Yorkshire social housing is operated by the district and borough councils.

START - Short Term Assessment & Reablement Team. START offers a service for up to six weeks (this period may be longer for people with complex needs) following a person’s initial assessment. It focuses on supporting people to regain skills of daily living, maximising the use of telecare, directly providing a limited range of equipment and signposting to universal services.



Supported accommodation - usually for people with disabilities who need housing-related or care-related support. People can have their own tenancy and may live independently or three or four people may live at the same address.

Support plan - a document that shows how you will spend your personal budget to get the support you need. It also shows how your support will be organised and what you want to achieve from receiving it.

Supported employment services - a service provided by North Yorkshire County Council which aims to assess a person's abilities and strengths, provide signposting, advice and guidance to finding paid work within North Yorkshire. If necessary the service will provide initial short term on the job support when first starting work.

Telecare (otherwise known as **assistive technology**) - a range of sensors, matched to a person's individual needs, linked to a lifeline (a kind of telephone). Telecare can support people with things they might find difficult, for example, remembering to take medication. It can also sense and react, using panic buttons or pendants if someone were to fall over.

Transformation - the name we have chosen for the changes to adult social care services

Transitions - the period in a person's life when they are preparing to move from children's services into adult services

North Yorkshire's vision for social care

Feedback form

Whilst this document is primarily for information, we are very interested in hearing your views on it. The meetings that we will be holding in October 2011 to discuss this document, will be based on the questions below, as well as further questions in Booklet 2.

If you can't attend any of the meetings then please feel free to send us answers to the questions, and any other feedback you would like us to consider. If you have a specific query that requires a response from us please let us know. In these cases we will provide you with a personal response within 15 working days. Contact details are provided below.

1. Do you agree with our key priorities as listed on page 3

| strongly disagree | neither agree or disagree | | strongly agree | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |

2. Have we clearly explained our six stages of service delivery as described on pages 6-11?

| | | |
|--|--|--|
| Section 1 <input type="checkbox"/> Yes <input type="checkbox"/> No | Section 2 <input type="checkbox"/> Yes <input type="checkbox"/> No | Section 3 <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Section 4 <input type="checkbox"/> Yes <input type="checkbox"/> No | Section 5 <input type="checkbox"/> Yes <input type="checkbox"/> No | Section 6 <input type="checkbox"/> Yes <input type="checkbox"/> No |

3. Have we clearly explained North Yorkshire County Council's policy for charging for services as described on page 6? YES NO

4. Do you think that this vision will help us achieve our key priorities? YES NO

If NO please explain why ?

Please tick below, which do you think are the best ways to work with local groups and individuals in order to listen to their views.

regular meetings
 Newsletters
 online feedback via email
 SMS
 internet
 Facebook
 other (please specify)

Any other comments?

Which statement below best describes your involvement with adult social care?

- I use services for older people
- I use services for people with learning disabilities
- I use services for people with physical or sensory impairment
- I use services for people with mental health issues
- I care for someone who uses adult social care services
- I am a provider of adult social care services

Other (please specify)

Please return your response to these questions or any specific query about this booklet by **Friday 9th December 2011** to:

Support Officers, Health & Adult Services, North Yorkshire County Council, Northallerton, DL7 8DD
 Tel: **01609 798830** or **01609 533529** Email: **adultsocialcarevision@northyorks.gov.uk**

We will respond to individual queries on request and will do so within 15 working days.

North Yorkshire County Council Equality Monitoring Form

It would be helpful if you could answer the following questions about yourself. You do not have to answer these questions; however, by providing us with this information you will help us to understand the impact of these proposals.

The information you provide will be made anonymous and will only be used in collating statistical data.

Gender

What is your gender? Male Female

Age

Which age category are you in?

- Under 16
- 16-19 20-29
- 30-39 40-49
- 50-64 65-74
- 75-84 85 +

Disability

Do you consider yourself to be a disabled person or to have a long-term, limiting condition?

- Yes No

How would you describe the nature of your impairment or condition?

What is your ethnic group?

Please tick one box to best describe your ethnic group or background.

- White Mixed / multiple ethnic groups Asian
- Black / African / Caribbean / Black British
- Other ethnic group, please tell us which:



Contact us

North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD

Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm (closed weekends and bank holidays). Tel: **0845 8727374** email: **customer.services@northyorks.gov.uk**

Or visit our website at: **www.northyorks.gov.uk**

If you would like this information in another language or format such as Braille, large print or audio, please ask us.

Tel: 01609 532917 Email: communications@northyorks.gov.uk

